



Tools

The Tools menu provides access to the Voice Audit, Location Accuracy Tool, Configuration Audit Summary, and Migration Analysis features of the Cisco Prime Infrastructure. This chapter contains the following sections:

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Running Voice Audits

Prime Infrastructure provides voice auditing mechanism to check the controller configuration and to ensure that any deviations from the deployment guidelines are highlighted as an Audit Violation.

To access the Voice Audit feature, choose **Tools > Voice Audit**. For more information about how to run voice audits, see the *Working with Wireless Operational Tools* chapter in the [Cisco Prime Infrastructure 2.0 User Guide](#).

Running Voice Diagnostic

The Voice diagnostic tool is an interactive tool to diagnose the voice calls in real time. This tool reports call control related errors, roaming history of the clients and the total active calls accepted and rejected by an associated AP. This tool enables you to start or stop the voice diagnostic.

To access the Voice Diagnostic feature, choose **Tools > Voice Diagnostic**. For more information about how to start voice diagnostic test, see the *Working with Wireless Operational Tools* chapter in the [Cisco Prime Infrastructure 2.0 User Guide](#).

Configuring the Location Accuracy Tools

You can analyze the location accuracy of non-rogue and rogue clients, interferers, and asset tags by using the Location Accuracy Tools.

By verifying for location accuracy, you are ensuring that the existing access point deployment can estimate the true location of an element within 10 meters at least 90% of the time.

To access the Location Accuracy Tool feature, choose **Tools > Location Accuracy Tool**. For more information about the Location Accuracy Tool, see the *Working with Wireless Operational Tools* chapter in the *Cisco Prime Infrastructure 2.0 User Guide*.

Configuring Audit Summary

Choose **Tools > Config Audit** to launch the Config Audit Summary page. For information about the audit summary displayed in this page, see the *Working with Wireless Operational Tools* chapter in the *Cisco Prime Infrastructure 2.0 User Guide*.

Configuring Migration Analysis

Choose **Tools > Migration Analysis** to launch the Migration Analysis Summary page. For information about the migration analysis summary displayed in this page, see the *Working with Wireless Operational Tools* chapter in the *Cisco Prime Infrastructure 2.0 User Guide*.

Configuring TAC Case Attachments



Note You must configure a valid mail server before configuring TAC case attachments.

The TAC Case Attachment tool helps you easily attach all the relevant controller TAC case information in one step. This tool provides two options:

- **Send**—Sends an e-mail to attach@cisco.com.
- **Download**—Downloads the information to a local computer. You must manually e-mail the data to attach@cisco.com. This option is handy if there is no e-mail connectivity between Prime Infrastructure server and Cisco or if the information is too large to be attached through e-mail.

This tool sends the following information:

- **Network Information**—Sends device inventory details and the client types.
- **Controller Information**—Sends running configuration details, tech-support, message logs, trap logs, and the controller crash files.
- **Access Point Information**—Sends crash files and radio core dumps.

To Send or Download information, you must enter the following details:

- Enter a valid TAC Case Number.
- Select a controller if you want to send the controller or AP information.



Note You can also send additional information using the additional comments text box. After sending the information, you can verify whether the data has reached Cisco by looking at the attachment section in the Case tool.

**Note**

This tool requires read-write access on the controller to collect and upload controller or access point information.
